

Claimant Portal New Registration Guide

IDAHO
DEPT. OF LABOR

Instructions for customers who need to file an initial or reopened unemployment claim.

Claimant Portal came online Nov. 12, 2015, as the system for unemployment insurance claims. Account login information and PINs from previous systems are no longer valid and cannot be used to log in to Claimant Portal.

*You **MUST** have an email account to use the Claimant Portal. See staff or call a claim specialist if you do not know how to set up an email address.*

STEP 1: Begin Registration Process

Click "New User Registration."

Note: User guides for the Claimant Portal are available to download on the home page and the top of each screen.

Type an email address that you can check frequently.

Type a password. (8-40 characters, containing at least one letter, one number and one special character).

Retype the same password in the "Confirm Password" field.

Click "Submit."

* A "Registration Successful" screen will appear. Now you need to verify your email.

labor.idaho.gov

Idaho Department of Labor

C.L. "Butch" Otter, Governor · Kenneth D. Edmunds, Director

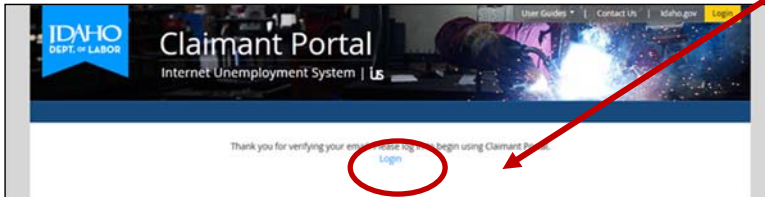


An Equal Opportunity Employer and Service Provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

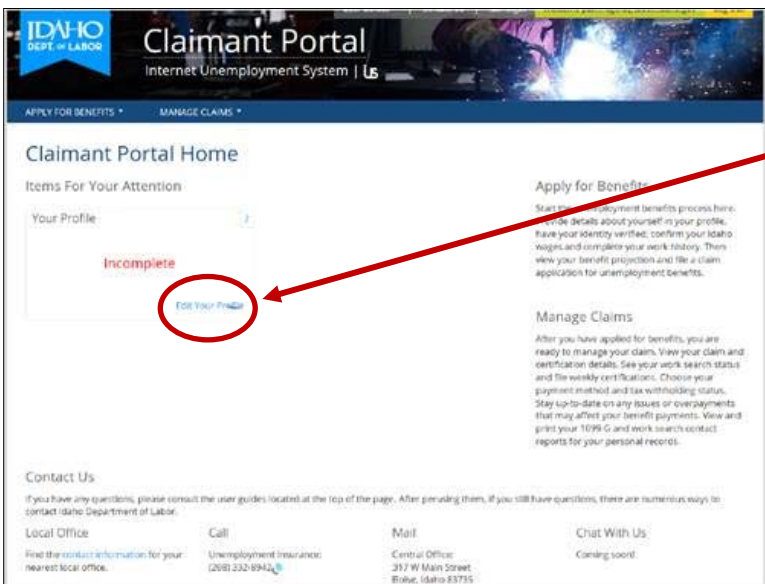
STEP 2: Verify Your Email Address

Open your email account, find and open the “Claimant Portal Email Verification” email. This email contains a verification hyperlink that you will use to confirm your ownership of the email address.

The hyperlink will open the window shown below. Click the Login hyperlink on this screen to return to the Claimant Portal home page and log in.



If you do not see the email in your Inbox, check your Bulk, Spam and Trash folders. If you are still unable to find the email, click the “Resend Verification Email” button and try to verify your email again.



After you log in, this page will appear. Click on “Edit Your Profile.”

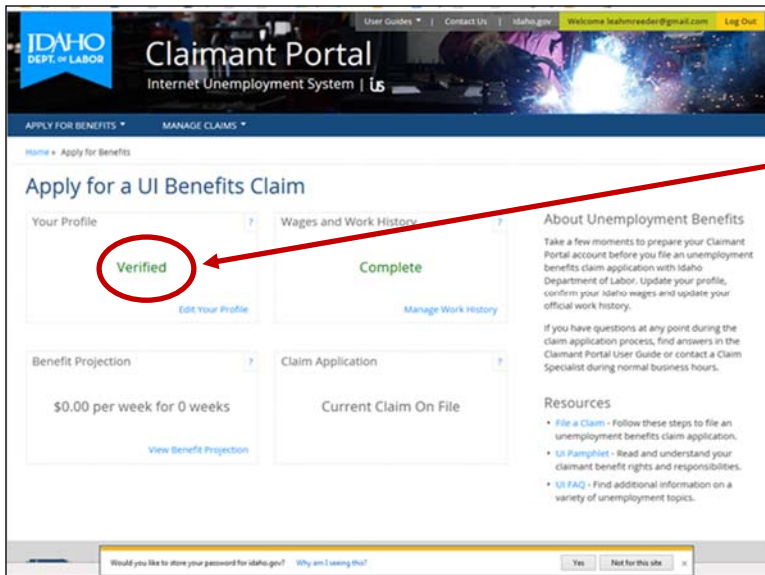
STEP 3: Complete Your Profile and Verify Your Identity

A screenshot of the "Your Profile" form. The form is divided into several sections: "Personal Information", "Address Information", "Contact Information", and "Demographic Information". The "Personal Information" section includes fields for First Name, Middle Initial, Last Name, Sex, Date of Birth, Social Security Number, and Driver's License Type. The "Address Information" section includes fields for Mailing Address, Address Line 2, Country, City, State, and ZIP Code. The "Contact Information" section includes fields for Primary Phone, Alternate Phone, Preferred Contact Method, and Preferred Language. The "Demographic Information" section includes fields for Marital Status, Family Size, Educational Achievement, Race, and Ethnicity. At the bottom of the form, there are "Cancel" and "Submit" buttons. A red circle highlights the "Submit" button, with a red arrow pointing to it from the right.

This screen will appear.

Be sure to type your name exactly as it appears on your driver's license or state Identification card. This will be compared to information on file at the Department of Motor Vehicles (DMV) to verify your Identity.

When finished filling in Your Profile, click the “Submit” button.



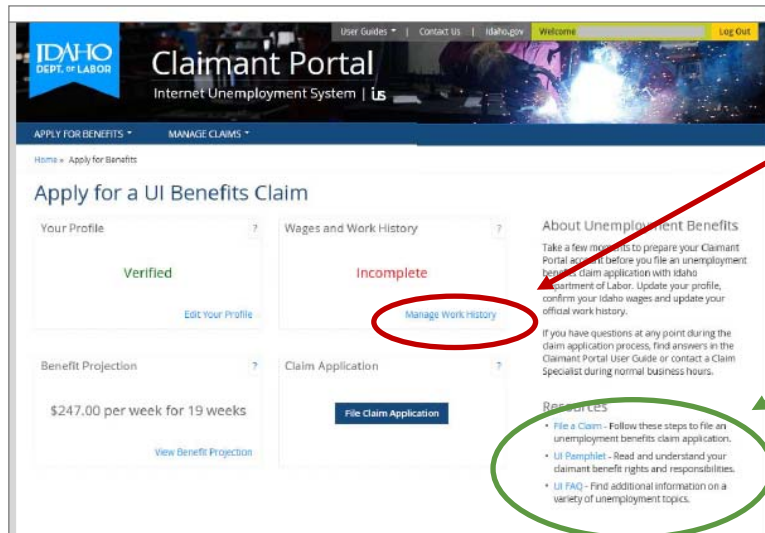
This screen will appear next.

If Your Profile is **Verified**, continue to **STEP 4**.

If Your Profile is **Unverified*** review Your Profile and make sure the information is correct with no typos or incorrect spellings. Then click Submit again.

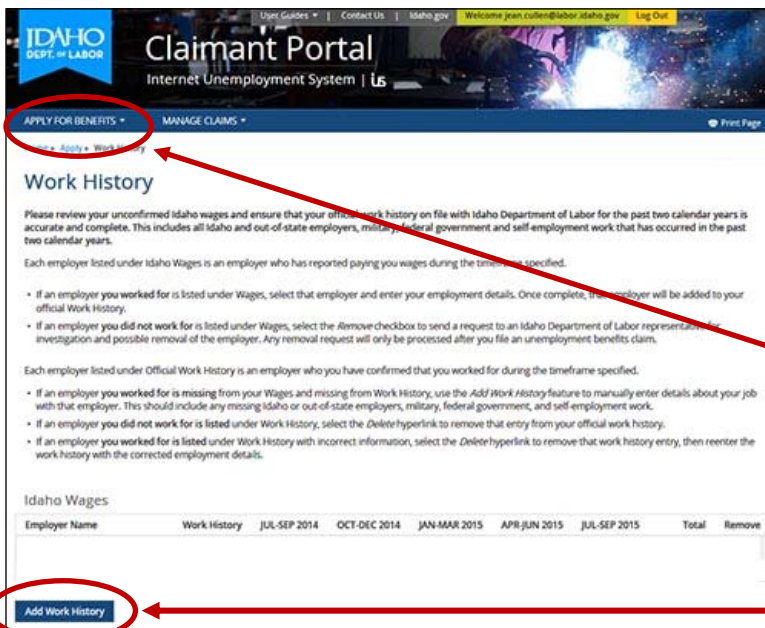
If Your Profile is still **Unverified**, **continue your application for benefits or weekly certification** and resolve the verification problem after you finish by calling a claim specialist at (208) 332-8942.

STEP 4: Add Wages and Work History



Click on Wages and Work History.

Refer to user guides for more detailed instructions on completing the Wages and Work History information.



This screen appears next. Click on "Add Work History."

When you are finished, click the **Submit** button on the bottom of that screen.

When you are finished adding work history, click on "Apply for Benefits."

STEP 5: File Claim Application

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APPLY FOR BENEFITS * MANAGE CLAIMS *

Home » Apply for Benefits

Apply for a UI Benefits Claim

Your Profile [?](#) Wages and Work History [?](#)

Verified [Edit Your Profile](#)

Incomplete [Manage Work History](#)

Benefit Projection [?](#) Claim Application [?](#)

\$247.00 per week for 19 weeks [View Benefit Projection](#)

[File Claim Application](#)

About Unemployment Benefits

Take a few moments to prepare your Claimant Portal account before you file an unemployment benefits claim application with Idaho Department of Labor. Update your profile, confirm your Idaho wages and update your official work history.

If you have questions at any point during the claim application process, find answers in the Claimant Portal User Guide or contact a Claim Specialist during normal business hours.

RESOURCES

- [File a Claim](#) - Follow these steps to file an unemployment benefits claim application.
- [UI Pamphlet](#) - Read and understand your claimant benefits rights and responsibilities.
- [UI FAQ](#) - Find additional information on a variety of unemployment topics.

You will return to this screen. Click on “ File Claim Application.”

Refer to user guides for more detailed instructions on completing the rest of your application.

STEP 6: Filing Weekly Certification

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Home » Login

Welcome to Claimant Portal

Claimant Portal is the new, secure, online system you can use to manage your unemployment benefits account with Idaho Department of Labor.

With Claimant Portal you can:

- Apply for an unemployment insurance benefits claim
- File a weekly certification application for benefits
- Manage your profile and account information
- Access claim, issue and overpayment details
- View weekly benefit payments and annual 1099-Gs

Questions about Claimant Portal?

Find answers in the user guides located at the top of the screen and here:

- [Complete Guide](#)
- [Quick Start](#)
- [File a Claim](#)
- [File a Certification](#)

Important

If you are using a computer in a public setting, you must log out and close the browser before stepping away from the computer. This prevents unauthorized individuals from accessing secure information. Log out by selecting the Log Out link at the top of the screen.

Login Existing User

Email

Password

[Forgot Password?](#)

[Log In](#)

[New User Registration](#)

We recommend filing your weekly certification on Sunday or Monday.

Once your claim week is over, log in to your account.

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User Guides * Contact Us | Idaho.gov Welcome [Log Out](#)

APPLY FOR BENEFITS * **MANAGE CLAIMS ***

Claimant Portal Home

Items For Your Attention

Wages and Work History [?](#)

Apply for Benefits

Start the unemployment benefits process here. Provide details about yourself in your profile.

Manage Claims

View current and past unemployment claims and file your weekly certification.

Claims

See the details of your current claim and historical claims.

Issues

Review the issues that are preventing benefit payments.

Tax Withholding

Decide if you want federal taxes to be withheld from your benefit payments.

Certifications and Payments

View your weekly certification and benefit payment details.

Overpayments

Access the details of any benefit overpayments that have occurred.

1099-G Reporting

View the total benefit payments reported on your annual 1099-G.

Payment Method

Select how your benefit payments are distributed.

Work Search Contacts

View your work search contact details and current work search status.

[File Weekly Certification](#)

Click on MANAGE CLAIMS.

Click on File Weekly Certification.

Complete your application and submit.